



ACCESS PARATRANSIT ADVISORY COMMITTEE MINUTES

DATE: Monday, February 8, 2021

TIME: 6:00 PM – 7:30 PM PST

LOCATION: Virtual

Meeting Recording:

<https://zoom.us/rec/share/gASqOg1LEWDGhv9dgush0Dq9U95lgVNxatgG5XLhp2bz67cvM50I9qWbfe2Rot2M.jlfFWwUIWqtUsOob>

Link expires 3/11/2021

ATTENDANCE

APAC MEMBERS: Clark Matthews, Dorene Cornwell, David Egan, Colleen Malone, Kristina Sawyckyj, Jamilah Ibrahim, Christina Schaefer, Joe Welinske, Deborah Artis, Ginger Kwan

ABSENT: Leonard Williams

METRO STAFF: Gunner Scott, Gwen Clemens, Lorrie Alfonsi, Ashish John, John Rochford, Ernest Kandilige

KING COUNTY STAFF: Brian Camozzi, Ombuds

GUESTS: John Gray, MV, Lanai MV, Mike B MV, Kevin Pullis and William Bohner WBA Research Group

Review of Meeting Ground Rules:

Clark suggested - "APAC Meetings are a forum for addressing systemic issues, not individual/personal issues."

Also: Instead of Stay mentally and physically present," something like "Please do what you need to remain engaged and present in the conversation" to allow for folks who need to get up and take breaks

Agenda Topic 1: King County Metro Access 2020 Rider Survey Results – John Rochford, William Bohner, Kevin Pullis

Summary of discussion:

See presentation

Action: William will get % of caregivers who responded for Ginger. Suggestion from Ginger: In the future surveys, if you can provide disaggregated data for riders w/ID/DD, their caregivers, and riders with limited English proficiency that will be helpful. Kristina: I would like to see raw data in the future, of the survey



Agenda Topic 2: APAC Orientation Session – King County Ombuds Office

Summary of discussion:

See presentation

Ombuds case files are subject to the Public Records Act

By email: ombudsmail@kingcounty.gov

Transit: transitombuds@kingcounty.gov

By telephone: 206-477-1050 (8:30AM-5PM, Monday-Friday)

Brian Direct: 206-263-2625

By mail: 710 2nd Ave, Suite 790, Seattle WA 98104

Physical office closed

Action:

APAC members encourage to contact Brian for any suggestions on getting the word out about the Ombuds office to the public.

Future Topics: Review meeting time, review APAC Dashboard for Dec and Jan next meeting, Greg Lerner, Metro CIO will present customer complaint process at next meeting

Date and time of the next APAC meeting:

March 8, 2021, 6:00 PM – 7:30 PM PST